



State of Illinois
Illinois Commerce Commission
Service Quality for Telecommunications Carriers
Code Part 730.115
Quarterly Filing

Comcast Phone of Illinois, LLC
CIMCO, a division of Comcast Business Services
Comcast Digital Phone

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	8.50	9.30	9.70	9.17
B. Operator Answer Time - Information [730.510(a)(1)]	8.50	9.30	9.70	9.17
C. Repair Office Answer Time [730.510(b)(1)]	33.00	34.00	31.00	32.67
D. Business or Customer Service Answer Time [730.510(b)(1)]	33.00	34.00	31.00	32.67
E. Percent of Service Installations [730.540(a)]	96.00%	96.00%	89.00% *	94.00%
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	50.00% *	0.00% *	100.00%	50.00% *
G. Trouble Reports per 100 Access Lines [730.545(a)]	5.00	3.00	2.00	3.33
H. Percent Repeat Trouble Reports [730.545(c)]	17.00%	20.00%	0.00%	13.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	50.00% *	0.00%	17.00%
J. Missed Repair Appointments [730.545(h)]	25	17	50	31
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

Comments



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